



SAVE A SPOT: WSF'S VEHICLE RESERVATION SYSTEM

Frequently Asked Questions for Anacortes-San Juan Islands Route

Overview

1. Why is WSF expanding the reservation system?

At the direction of the State Legislature in 2009, Washington State Ferries embarked on the design of a vehicle reservation system as a primary demand management strategy. The objective of reservations is to operate a high-quality service without the expense of expanding terminal facilities by encouraging customers to travel on sailings that are currently underutilized.

At present, there is little capacity to support traffic increases during peak travel periods on the ANA-SJI route, especially in the summer, when recreational traffic surge causes even greater capacity challenges. The vehicle reservation system shows customers what sailings are available for a guaranteed spot even before they get into their cars. This will "spread demand" from peak travel times to less crowded sailings. Customers who want a guaranteed time of travel will choose sailings with reservations still available.

2. What are the benefits of a reservations system?

Some of the benefits of vehicle reservations include:

- *Reducing or eliminating traffic congestion on roads leading to terminals*
- *Providing predictable and convenient travel*
- *Increasing business in ferry-served communities*
- *Reducing air pollution from idling vehicles*
- *Saving money by avoiding terminal expansion and/or added service*
- *Reducing traffic control costs and holding area maintenance costs*

WSF estimates that vehicles reservations will help the state of Washington save \$280 million in capital improvements, by avoiding the need to expand ferry terminals and holding areas to accommodate projected increases in vehicle traffic.

3. Where will reservations be available on the Anacortes/San Juan Islands route?

Reservations will be available westbound from Anacortes to San Juan Island (Friday Harbor), Orcas Island, Shaw Island, and Lopez Island and eastbound from San Juan Island (Friday Harbor) and Orcas Island to Anacortes.

Reservations will not be available for interisland travel, or travel from Lopez or Shaw islands to Anacortes, except for existing limited commercial tall reservations departing Lopez.

4. Can foot/bicycle passengers make reservations?

No. Reservations are for vehicles only.

5. Do I have to make a reservation to travel?

Reservations are highly recommended during busy travel times, but they are never required.

6. If I don't make a reservation, will I still be able to drive-up?

Yes, you can still drive-up. Reservations are highly recommended for busy travel times to help spread demand and reduce wait times. However, it is likely that you won't need to make a reservation during off-peak sailings.

Most sailings that currently depart with space available will have reservation space available up until reservations lock-down for that sailing. Any remaining space not taken by preferential load vehicles will be made available to drive-up vehicles when once the terminal staff is loading vehicles for each sailing.

[To see best times to travel, click here.](#) You will be redirected to the WSF website for the Anacortes – San Juan Islands Sailing Schedule. Click on the links under 'Best Travel Times' on the right side of the route schedule page.

7. Is there a special program for San Juan Islands locals?

No. WSF is supported by state and federal funds and is required to offer the same service to everyone regardless of where they live. However, we recognize that ferries are the only way that locals on the San Juan Islands have to get to and from home and that locals often need to travel last minute. We worked closely with the SJI partnership on creating the tiered release of reservations (see question #18 below) to accommodate the travel needs of locals.

Reservations and Tickets

8. Is a reservation a ticket?

No. A reservation guarantees space for a vehicle for a specific sailing and destination as long as you show up within the proper arrival window (30-90 minutes before departure time) for your terminal/route. Ticketing will occur when you arrive at the terminal.

9. Can I purchase a ticket for my reserved sailing in advance?

Yes. You can purchase tickets on-line or at a terminal kiosk in advance for your reserved vehicle.

10. Can I use a vehicle and driver multi-ride card to pay for travel in conjunction with a reservation?

Yes. You may use a multi-ride card for travel.

11. Is there a fee?

No. In order to encourage customers to utilize the system, there is no fee to make a reservation.

12. Is a reservation deposit required?

No, however a valid debit card, credit card or prepaid gift card is required to secure a reservation.

13. Why is a credit card required?

If you do not travel on your reserved sailing or anytime within the same service day from the reserved departure terminal, a no-show fee will be charged to your credit card on-file. The no-show fee for a ferry system reservation is equal to 25-100% of your one-way vehicle/driver fare for the vehicle size reserved. On the San Juan Islands Routes the no-show fee is 50% of the Anacortes fare.

Accounts

14. What is a reservation account?

A reservations account allows you to create an individual profile, manage your reservations, and review reservations history.

15. What are the different reservations account types?

Executive Account: *An Executive Account is for customers who have an active business (commercial) account with WSF and want to bill their travel to that account or use a vehicle multi-ride card to pay for their travel. Executive Accounts will be billed the No-Show Fee if they do not use their reservation and do not travel for the remainder of the service day.*

Universal Account: *A Universal Account is for customers who travel occasionally. It allows them to create their own profile for faster transactions when making a reservation and maintain a reservation history.*

16. Do I have to create an account to make a reservation?

No, infrequent customers who simply want to make a one-time reservation may do so as a guest without opening a reservation account. Information is stored for the purpose of securing your reservation only.

17. How do I create an account?

Executive Account: *Executive Accounts require an active Wave2Go business (commercial) account with WSF. If your organization already has an active Wave2Go business account and travels on Port Townsend – Coupeville or Anacortes – San Juan Islands routes, WSF has established an Executive Account on your behalf. You are able to log into your account using your Wave2Go business account email login and password.*

Universal Account: *You can create an account online at www.wsdot.wa.gov/ferries/reservations. You must provide an email address and password. You can establish only one account per email address.*

18. Will there be a mobile website or application?

Yes, there is a mobile website for ferry reservations. However, there is no mobile application (app) for ferry reservations. Currently, there is access through the WSDOT app that has a link to the mobile website.

Space Availability

19. How much of the vessel will WSF make available for reservations?

90% of the vessel will be available for reservations, 10% will be set-aside for preferential load vehicles (emergency vehicles, medical preference vehicles) under Washington Administrative Code (WAC) 468-300-700.

20. I'm concerned that 10% of the vessel for preferential load vehicles and stand-by traffic is not enough. What will WSF do?

WSF will be monitoring to make sure that the needs of medical preference customers are met. In regards to stand-by and drive-up customers, it is highly encouraged that customers make reservations especially during peak travel times.

Additionally, boats won't suddenly be full because of reservations. Most sailings that currently depart with space available will have reservation space available up until reservations lock-down for that sailing. Any remaining space not taken by preferential load vehicles will be made available to drive-up vehicles when the terminal staff is loading vehicles for each sailing.

21. How far in advance of the sailing will reservations be available?

To meet the needs of all customer types (residents, tourists, and commercial vehicles) on the San Juan Islands routes, WSF will release the reservation space in multiple tiers. This will provide equal access to reservation space for customers who plan far in advance and those who make travel plans closer to the sailing date.

WSF has worked with the San Juan Island Partnership to identify 3 releases of reservation space for the initial deployment of the vehicle reservation system on the San Juan Islands routes:

Release	When Available	% Regular Height Space Available	% Tall Height Space Available
<i>1</i>	<i>1-2 months prior to season begins for all sailings for the entire season.</i>	<i>30%</i>	<i>90%</i>
<i>2</i>	<i>2 weeks prior to sailing</i>	<i>30%</i>	<i>-</i>
<i>3</i>	<i>2 days prior to sailing</i>	<i>30%</i>	<i>-</i>

22. What if there are no reservations available on the sailing that I want?

Reservation space is released in phases; therefore more space may become available for that sailing at a later date.

23. How many reservations can I make at once?

At this time, there is no limit to the number of reservations you can make at one time. However, it is WSF policy that customers may only make reservations on behalf of another known customer. The reservation maker must know the customer's name and vehicle size prior to making the reservation. A customer may not make reservations in anticipation of unknown customers, guests, or event attendees.

24. Can I sell my reservation to others?

No. Vehicle reservations cannot be transferred or sold to third parties.

Canceling

25. How do I cancel my reservation?

You can cancel your reservation online at www.wsdot.wa.gov/ferries/reservations or by phone at 888-808-7977.

26. Is there a penalty for canceling?

You may cancel your reservation up to 5pm of the prior day of your sailing without penalty. If you cancel your reservation after 5pm of the prior day of your sailing, a no-show fee will be charged to your credit card on-file. The no-show fee is equal to 25-100% of your one-way vehicle/driver fare for the vehicle size reserved. On the San Juan Islands Routes the no-show fee is 50% of the Anacortes fare.

Changing

27. How do I change my reservation?

You can change your reservation online at www.wsdot.wa.gov/ferries or by phone at 888-808-7977.

28. Is there a penalty for changing?

You may change your reservation up to 5pm of the prior day of your sailing without penalty. As a courtesy, you are allowed one free change after 5pm of the prior day of your sailing. Once you have changed a reservation after 5pm of the prior day of your sailing, no additional changes will be permitted. No changes will be permitted less than 3 hours in advance of the sailing.

29. What if I already changed my reservation once after 5pm of the prior day of your sailing and I need to change it again?

You will need to cancel your reservation and make a new one. A no-show fee will be charged to your credit card on-file. The no-show fee is equal to 25-100% of your one-way vehicle/driver fare for the vehicle size reserved. On the San Juan Islands Routes the no-show fee is 50% of the Anacortes fare.

If you will be traveling the same service day as your reservation, you have the option to travel standby and you will not be charged the no-show fee. You will need to inform the terminal staff that you had a reservation for an earlier sailing so they can mark it as redeemed – traveling standby.

30. What happens if I need to change to a smaller vehicle size?

You can change your reservation to a smaller vehicle size up until 5pm of the prior day of your sailing. As a courtesy, you may change your vehicle size once after 5pm of the prior day of your sailing.

31. What happens if I need to change to a larger vehicle size?

You can change your reservation to a larger vehicle size category if space is available, up to 5pm of the prior day of your sailing. As a courtesy, you may change your vehicle size once after 5pm of the prior day of your sailing.

Traveling with a Reservation

32. What if I don't know when I am returning?

You may choose to make a reservation for the time you are most likely to return and then cancel up until 5pm the night before or change your reservation up to 3 hours prior to your reserved departure time. Reservations are highly recommended for busy travel times to help spread demand and reduce wait times.

However, it is likely that you won't need to make a reservation during off-peak sailings. Most sailings that currently depart with space available will have reservation space available up until reservations lock-down for that sailing. Any remaining space not taken by preferential load vehicles will be made available to drive-up vehicles when the terminal staff is loading vehicles for each sailing.

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33. How far in advance of my sailing do I need to arrive at the terminal?

On the Anacortes - San Juan Islands, you will need to arrive at the terminal 30-90 minutes in advance of your reserved sailing.

34. I'm concerned that existing lines at the tollbooth are too long. What if I can't get through the line in 30 minutes?

A key issue today is that on our highly desired sailings we have more customers showing up at our terminals than we have available space for the upcoming sailing. This causes the congestion and long lines at our terminals and in our communities. Reservations will eliminate this congestion and significantly reduce the line.

35. What do I need to bring?

A reservation confirmation will be sent to you by email. You can either print it or provide your smart phone for terminal staff to scan and to verify your reservation.

36. What if I lost my confirmation and accidentally deleted the email?

You can always log into your reservation account (if you have one) and print a new confirmation page.

37. What if I arrive at the terminal, but I forgot my confirmation page?

WSF will have other methods for looking up your reservation (confirmation number, name, telephone). Please remember to bring your confirmation page as these methods may take more time at the tollbooth.

38. What if I have several confirmation pages and I don't know which one is for my current reservation?

If you have a reservations account, the barcode is associated with your account and will be the same for every reservation so you can bring any of the pages. If you do not have an account and have multiple reservations, you should consider opening an account to help manage them. WSF may have other methods for looking up your reservation (name, telephone).

39. What if I arrive with a vehicle that's larger than my reserved vehicle?

WSF may not be able to honor your reservation if there isn't sufficient space. You may be directed to the standby line and may have to travel on a later sailing based on space availability.

40. What if I arrive with a vehicle that's smaller than my reserved vehicle?

WSF will honor your reservation.

41. What if I arrive late or miss my sailing?

Once we begin loading your reserved sailing, you may be directed to the standby vehicle line. If you arrive after the sailing has already departed, then you will be directed to the standby line.

42. What if I arrive early? Can I get on an earlier sailing?

If the terminal is busy, staff will direct you to leave and return for your reserved sailing. If the terminal is not busy, you will have the option to move to the standby line.

43. I'm worried about the last sailing of the day; will I get left on the deck?

WSF has no intention to leave customers at the dock. We will be monitoring the situation closely and will modify if necessary.

Service Disruptions

44. What happens if WSF needs to cancel a sailing for unexpected mechanical or weather issues?

In the event that a sailing is cancelled, WSF will communicate that cancellation(s) to customers via email (if you have stored your email with WSF), website, and Highway Advisory Radio. No new reservations will be available for that day.

To be fair to all reservation holders, your reservation will not be for a specific sailing time. Instead, for those sailings that are still operating, reservation holders will be prioritized on a first-come, first-serve basis based on your arrival at the terminal. Reservation holders will be prioritized before any drive-up customers without reservations. Customers with reservations who are affected by cancellations will not be charged the No-Show Fee if they choose not to travel within the same service day.